

HME4402 Exam Spring 2012

You have to answer both questions.

Grades are awarded on a descending scale using alphabetic grades from A to E for passes and F for fail. Question 1 and 2 counts for 50% each.

Question 1

- a) What are the main approaches employed by the Norwegian Board of Health Supervision (Helsetilsynet) in their supervision activities?
- b) Explain the principles of Donabedian's classical triangle and the three elements. Give examples within each element.
- c) What are the current National Quality Indicators (in Norway) that the specialist health service is obliged to report? Discuss briefly pro's and con's for each of them.
- d) What is a Health Register and what is a Medical Quality Register?
- e) Explain how Global Trigger Tool (GTT) may improve patient safety.

Question 2

- a. A regional health authority is building a new strategy for measuring the quality of the services given by their hospitals and will establish a plan for the service quality should be measured, presented, published and used for

internal quality improvement. What quality dimensions you will give priority to and why.

- b. After giving priority to some quality dimensions, you should select some quality indicators based on available data in the hospitals and discuss why these indicators were selected.
- c. Discuss a publication policy. Which indicators should be presented only to the board, or only to the health professionals and which should be open to the public.
- d. Some of the indicators may be used directly in internal quality improvement. Discuss how.